Application No.: 10/776,619
Amendment and RCE dated: January 30, 2006
Reply to Office Action dated: September 28, 2005

AMENDMENTS TO THE CLAIMS

1.   (Currently Amended) A computerized recall management system, comprising:

an early warning system, ~~responsive to product performance data,~~ to manage product performance data from a variety of sources in a product distribution chain and to detect a pattern of product defects therefrom and generate an alert,

a recall operations system, ~~storing data representing~~ to manage return, repair and service procedures ~~to be followed~~ to process a recall of defective products from various entities in a product distribution chain,

a recall repository to store data ~~representing~~ tracking performance of the recall, and

a notification system, ~~storing a report template representing recall reporting requirements,~~ to generate a report from data of the recall repository according to parameters defined in ~~the~~ a report template representing recall reporting requirements.

2.   (Previously Presented) The recall management system of claim 1, further comprising a cockpit application to manage communication with external entities in a manner specific to a classification applied to each entity with which it communicates.

3.   (Original) The recall management system of claim 2, wherein external entities are classified into one of the following groups: customers, media, partners and regulators.

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4.   (Original) The recall management system of claim 1, wherein the early warning system

is further to perform product distribution modeling to determine an extent to which defect

products have been distributed.

5.   (Original) The recall management system of claim 1, wherein the notification system

comprises a plurality of reporting templates, each one unique to a predetermined audience

classification.

6.   (Original) The recall management system of claim 5, wherein audience classifications

comprise customers, media, partners and regulators.

7.   (Currently Amended) A method of computer aided detection of product defects,
comprising:

   responsive to ~~product~~ performance data <u>of a product or a product line</u>, comparing with a

computer the performance data to performance benchmarks,

   when the comparison identifies an instance of product performance that fails a

benchmark, determining whether the instance relates to a ~~previously undetected~~ product defect

<u>previously undetected in the product line,</u>

   if so, generating an alert <u>regarding the previously undetected product defect.</u>

8.   (Original) The method of claim 7, further comprising, if the instance relates to a

previously detected product defect, determining whether the instance indicates that the defect is

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occurring within the product at a rate that exceeds statistical limits established for the defect and,

if so, generating an alert.

9.   (Original) The method of claim 7, further comprising performing diffusion modeling for

the product to determine an extent to which defective products have proliferated in a distribution

chain for the product.

10.   (Currently Amended) A recall notification method, comprising:

        establishing a session between an automated notification agent of a product producer and

a terminal,

        classifying the terminal as one of a predetermined number of multiple audience member

types for a product of the product producer, and

        regulating the terminal's access to recall repository data about the product based upon the

terminal's classified audience member type.

11.   (Original) The method of claim 10, wherein the audience member types comprise

customers, media, partners and regulators.

12.   (Previously Presented) The method of claim 10, further comprising generating a recall

notification report for a member of at least one audience member type, the report structured

according to a report template that is specific to the respective audience member type.

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13.   (Original) The method of claim 10, further comprising generating a recall notification

report to a member of at least one audience member type at a time determined by a milestone

template that is specific to the respective audience member type.

14.   (Original) The method of claim 10, further comprising generating a recall notification

report to a member of at least one audience member type, the member being identified from a

contacts management data structure of the notification agent.

15.   (Currently Amended) A recall operations system comprising:

        a recall protocol template storing definitions of recall procedures to be used with respect

to an instance of a product recall,

        a recall repository to store data tracking performance of the recall, and

        a recall management agent operated by a computer, responsive to the recall protocol

template, to:

                authenticate individual participants of the recall,

                classify the individual participants as one of a predetermined number of multiple

        audience member types for a product of the producer, and

                transfer to authenticated participants, recall tracking information and recall

notification information based on audience member type, and

                record authenticated participants' receipt of the recall notification information in the

recall repository.

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16.   (Original) The system of claim 15, wherein the recall management agent further:

communicates to service technicians an authorization specifying remediation to be

performed upon a defective product, and

processes compensation for the service technicians upon receipt of a confirmation that the

remediation has been performed.

17.   (Currently Amended) Computer readable medium having instructions stored thereon

that, when executed by a processing device, causes the device to:

responsive to ~~product~~ performance data of a product of a product line, compare the

performance data to performance benchmarks,

when the comparison identifies an instance of product performance that fails a

benchmark, determine whether the instance relates to a ~~previously undetected~~ product defect

previously undetected in the product line, and

if so, generate an alert regarding the previously undetected product defect.

18.   (Original) The medium of claim 17, wherein, if the instance relates to a previously

detected product defect, the instructions further cause the device to determine whether the

instance indicates that the defect is occurring within the product at a rate that exceeds statistical

limits established for the defect and, if so, generating an alert.

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19.   (Original) The medium of claim 17, wherein the instructions further cause the device to

perform diffusion modeling for the product to determine an extent to which defective products

have proliferated in a distribution chain for the product.